

Attorney Docket No. 9400-32

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re: Duane Firman
Serial No.: 10/624,160
Filed: July 21, 2003

Confirmation No.: 6490
Group Art Unit: 2179
Examiner: Tuyetlien T. Tran

For: METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR
CORRECTING ERRORS IN SERVICE ORDERS

November 19, 2010

Commissioner for Patents
Box 1450
Alexandria, VA 22313-1450

SECOND STATUS INQUIRY

Sir:

Applicants respectfully inquire as to the status of the above-identified patent application, and when the next communication from the U.S. Patent and Trademark Office regarding this application can be expected.

Respectfully submitted,

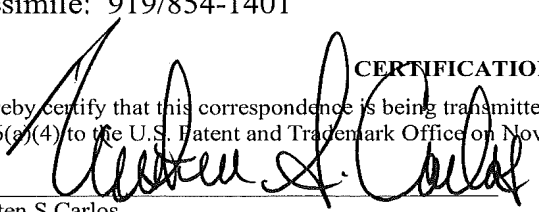


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CERTIFICATION OF TRANSMISSION

I hereby certify that this correspondence is being transmitted via the Office electronic filing system in accordance with § 1.6(e)(4) to the U.S. Patent and Trademark Office on November 18, 2010.



Kirsten S Carlos